



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending September 30, 2009

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.40	3.20	3.20	3.27
B. Operator Answer Time - Information [730.510(a)(1)]	1.80	3.09	10.07 *	4.99
C. Repair Office Answer Time [730.510(b)(1)]	41.00	29.00	13.00	27.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	60.00	17.00	8.00	28.33
E. Percent of Service Installations [730.540(a)]	97.56%	99.03%	98.15%	98.25%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	78.46% *	95.95%	98.33%	90.91% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.20	2.40	2.00	2.20
H. Percent Repeat Trouble Reports [730.545(c)]	15.00%	9.00%	11.00%	11.55%
I. Percent of Installation Trouble Reports [730.545(f)]	6.50%	7.77%	4.63%	6.30%
J. Missed Repair Appointments [730.545(h)]	12	10	2	8
K. Missed Installation Appointments [730.540(d)]	3	1	2	2

Comments



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